

Business Intelligence Improvements Significantly Reduce Backlog



Abstract

SDLC Partners helped a Fortune 500 Client meet its most critical Business Intelligence (BI) service levels and improve its BI enhancement lifecycle.

The Challenge

During financial closing, when time is short, key sales reports were late. No one could say why they were late or when they'd be ready. There was little useful information available to help understand why this critical data was not available consistently. To compound the client's frustrations, there were breakdowns in their BI enhancement process. The client and their outsourced applications maintenance and support (AMS) provider were struggling to implement new processes and reach consensus as to the content of deliverables and responsibility for them. During this time, change requests progressed through the BI enhancement lifecycle. The backlog was building.

The Solution

SDLC Partners prepared a comprehensive model of the client's BI processing workload. The model supported visual identification of mistimed and contentious processing along the critical path to producing key sales reports. Using the model, SDLC identified the root causes of the client's delivery inconsistencies and implemented several quick hit improvements that restored consistency to delivery times.

With consistency restored, SDLC modernized production of the key sales reports to utilize an industry best practice star schema data model. The sales reports are now available much earlier. During the modernization engagement, SDLC tailored the client's own specification and acceptance work products to support the unique aspects of BI delivery. The client and its AMS provider have since integrated the tailored deliverables into their shared BI enhancements lifecycle.

SDLC also enabled a mechanism allowing the organization to compare actual BI deliverable availability to service level targets. SDLC extended this capability to the client's quality assurance (QA) environment enabling them to assess the impact of future planned changes.

The Results

The client is consistently meeting BI availability service levels and can now demonstrate its performance level over time. In addition, they have also realized improved BI solution delivery by leveraging SDLC-tailored work products and assessing the impact of planned changes on service level performance prior to implementation.